WATER LEAK QUESTIONNAIRE
Service Advisor Job Aid

Service Advisors: Fill out this form completely and attach it to the repair order.

Name:_____ Date: _____

Repair Order: _____ Advisor:_____

Has the vehicle recently been serviced for this problem/symptom? ☐ Yes ☐ No

(Please explain): _____

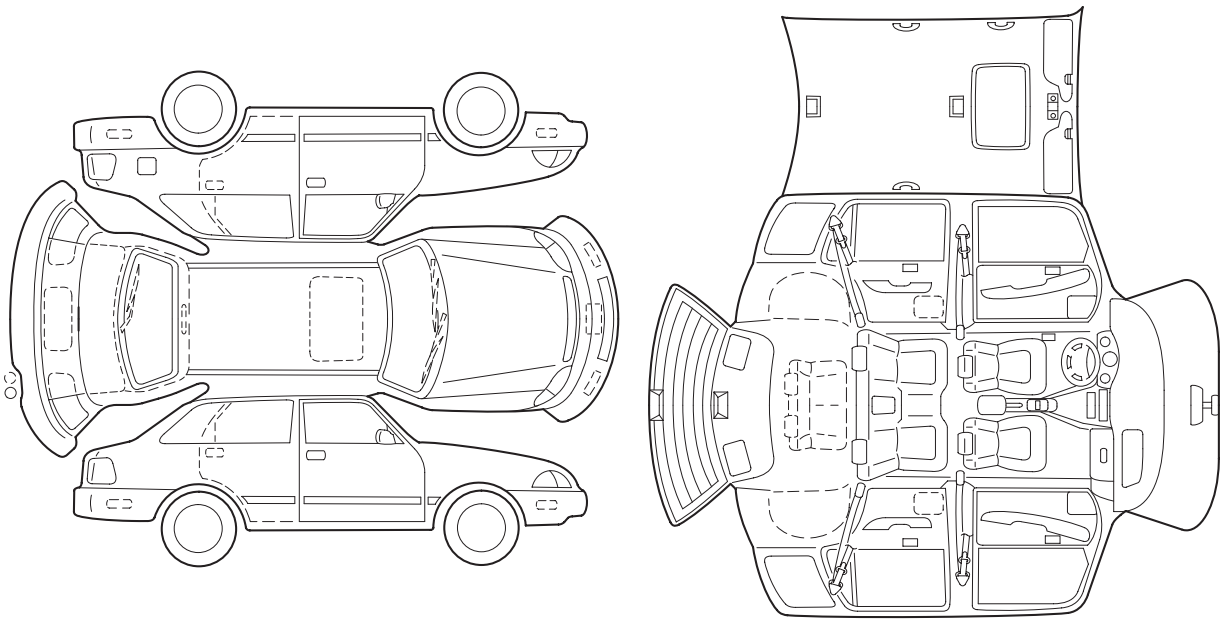
Any other problem/symptom? ☐ Yes ☐ No

(Please explain): _____

Where has the vehicle been serviced? _____

1. Please indicate the location of the problem:

☐ Please mark where the water leaks in, and where it is getting wet.



2. Has the car ever been in an accident?

☐ Yes ☐ No

☐ If so, please indicate where _____

3. Under what conditions does the leak appear?

Raining:	**Driving:**	**Parked:**	**After washing car:**
☐ Hard	☐ Fast	☐ Level	☐ By hand
☐ Light	☐ Slow	☐ Uphill	☐ Hight-pressure wands
☐ Long	☐ ____	☐ Downhill	☐ Automatic
☐ Short			

4. Has the car been previously repaired for a water leak? ☐ Yes ☐ No

(Please explain): _____

Windshield replacement? ☐ Yes ☐ No

5. Does the customer hear water sloshing? ☐ Yes ☐ No

(Please explain): _____

6. Has the car been undercoated with after-market products? ☐ Yes ☐ No

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